

POSITION: Program Support Assistant, GS-303-6**TYPE OF APPOINTMENT:** Permanent/Temporary (see note 1)**NUMBER OF VACANCIES:** One Full-time position**SALARY RANGE:** \$30,778 to \$40,016 per annum.**POSITION DESCRIPTION:** 1055

NOTE 1: Fourth area consideration applicants will only be appointed to a temporary appointment NTE 1 year and 1 day, may be extended or terminated sooner depending on workload, staffing, and budget.

NOTE 2: Applicants without prior federal service will be appointed at step one of the grade.

NOTE 3: Eligible employees may be non-competitively reassigned to fill this position as an exception to merit promotion

NOTE 4: This agency provides reasonable accommodations to applicants with disabilities. If you need a reasonable accommodation for any part of the application and hiring process, please notify the agency. The decision on granting reasonable accommodation will be on a case-by-case basis.

NOTE 5: Appointment to positions at this facility requires completion of a background investigation. Candidates selected must complete the investigation request, and will be fingerprinted prior to appointment.

NOTE 6: This is a Bargaining Unit position

TOUR OF DUTY: Position is 7:30am to 4:00pm, M-F. The work conditions may require a change in the tour of duty

LOCATION: This position is located in the Physical Medicine & Rehabilitation Service, Rehabilitation & Long Term Care Division, Portland, OR Division; however, it may be necessary to utilize the selected person's services at a different Medical Center location if conditions require it in the future.

AREA OF CONSIDERATION: Applicants will be considered in the following order: **First consideration** will be given to career or career conditional employees and permanent Title 38 employees of the Portland VA Medical Center eligible under the interchange Agreement. Included are employees of the Willamette National Cemetery, Regional Office and Veterans Outreach Center. **Employees who have received "Directed Reassignments" will be given priority consideration for any reassignment opportunity for which the employee has applied and meets the minimum qualification requirements. Such employees must include a copy of their "Directed Reassignment" letter with their application package.** **Second consideration** will be given to employees of other VA facilities; and **Third consideration** will be given to employees with competitive status outside the VA i.e., those with transfer or reinstatement eligibility. Veterans Recruitment Eligibles will be considered concurrently with applicants in this consideration. The VRA (Veterans Recruitment Appointments) is a special hiring program for:

1. Veterans who served on active duty in the Armed Forces during a war, or in a campaign or expedition for which a campaign badge has been authorized;
2. Veterans who, while serving on active duty in the Armed Forces, participated in a military operation for which an Armed Forces service medal was awarded;
3. Recently separated veterans, meaning veterans last separated from active duty within the last three years; and
4. Disabled Veterans with a service-connected disability.

Also, veterans who are preference eligibles or who have been separated from the armed forces under honorable conditions after 3 years or more of continuous active service may apply under the third consideration (Veterans Employment Opportunities Act (VEOA))

Fourth Consideration: Any U.S. Citizen

Displaced/Surplus Federal Employees: Employees covered under the provision of the inter-agency Career Transition Plan (ICTAP) and Career Transition assistance Plan (CTAP) (displaced VA Employees) eligibles will be given priority consideration for vacancies within the **local commuting area** for which they are well qualified. Applicants requesting this consideration must attach appropriate proof of the ICTAP eligibility with their application.

DUTIES: The complete position description may be reviewed in Human Resources Management Division. The following duties and responsibilities are taken from the position description and are considered to be a brief extract. The incumbent serves as the primary administrative support assistant for the clinics in the Portland VA Medical Center's Physical Medicine & Rehabilitation Service (PM&RS), and provides clerical and administrative support to the PM&RS Business manager and Clinical Program Manager. Incumbent is responsible for scheduling patient appointments, obtaining patient medical records, checking patients in and out of clinics, and transcribing orders for future patient care requirements. Is responsible for maintaining statistical information regarding PM&RS clinic activities, which can be used for quality improvement activities such as researching missing records, and flagging unusual forms for further review. Incumbent serves as alternate timekeeper for PM&RS.

GENERAL REQUIREMENTS:

Eligibility: U.S. Office of Personnel Management Qualifications Standards Handbook for GS-303 series apply and may be reviewed in the Human Resources Management Division office. Regulatory requirements such as "time-in-grade" and "time after competitive appointment" are applicable.

Specialized Experience: One (1) year experience that equipped the applicant with the particular knowledge, skills, and abilities (KSA's) to perform successfully the duties of the position, and that is typically in or related to the work of the position to be filled. To be creditable, specialized experience must have been equivalent to at least the next lower grade level.

(OVER)

Rating Factors: *On a separate sheet of paper, provide a written, detailed response to each of the **RATING FACTORS**.* **Failure to respond to rating factors will result in applicant not being referred for the position:** 1. Knowledge of Physical Medicine and Rehabilitation Service scheduling policies and procedures. 2. Knowledge of personal computers and application software to include CPRS and VISTA. Ability to formulate and gather data for reports. 3. Knowledge of VA payroll and timekeeping. 4. Skill in oral and written communications including the ability to prepare written reports. 5. Skill in interpersonal relations and diplomacy in dealing with patients, employees and visitors.

WELL-QUALIFIED (CTAP/ICTAP): A well-qualified candidate is defined as one who meets the qualification and eligibility requirements for the position, including all educational/experience and selective factors (when applicable), and is able to satisfactorily perform the duties of the position upon entry.

EQUAL EMPLOYMENT OPPORTUNITY: All qualified applicants will receive equal consideration without regard to race, religion, color, national origin, sex, politics, marital status, non-disqualifying physical or mental handicap, age or membership or non-membership in a labor organization.

HOW TO APPLY (First Considerations): In order to be considered for this vacancy, **interested employees must complete and submit VA Form 5-4078, Application for Promotion or Reassignment**, to be received in Human Resources Management Division (P4HRMS) no later than 4:30 p.m. on the closing date of this announcement. **Applicants are responsible for completing and submitting VA Form 5-4676a, "Employee Supplemental Qualifications Statement" no later than (7) calendar day after the closing date of the position.** VA Form 5-4676b, Supervisory Appraisal of Employee for Promotion, will be furnished to the employee for completion by supervisory officials also due 7 calendar days after the closing date. These forms are available in Human Resources Management Division.

HOW TO APPLY (All other Consideration Applicants): You may submit [OF 612 \(Optional Application for Federal Employment\)](#), a resume, or other written format (i.e., SF-171). **(REQUIRED)**. If your resume or application does not provide all the information requested on the OF 612 and this vacancy announcement, you may lose consideration for the position. In addition, the following forms must be completed/provided and returned to Human Resources Management Division:

- a. [OF-306, "Declaration for Federal Employment"](#). **(REQUIRED)**
- b. SF 50, "Notification of Personnel Action" (for proof of civilian Federal status). (if applicable)
- c. DD-214, "Certificate of Release or Discharge from Active Duty" (if claiming veterans preference and/or VRA eligibility). (if applicable)
- d. [SF-15, "Application for 10-point Veteran Preference"](#) (with required documentation for proof). (if applicable)
- e. On a separate sheet of paper, provide a written, detailed response to each of the **RATING FACTORS** listed in the paragraph above. **(REQUIRED)**
- f. Appropriate proof of ITCAP eligibility. (if applicable)

HOW TO OBTAIN FORMS:

Forms are available online at www.va.gov/portland/hr

In Portland:

VA Medical Center
Human Resources Management Division
3710 SW US Veterans Hospital Road, (Bldg. 100, Rm 6C-12)
Portland, OR 97239. Phone # (503) 273-5236

If Mailing:

VA Medical Center,
Human Resources Management Division (P4HRMS)
P.O. Box 1034
Portland, OR 97207

Human Resources Management Division will not photocopy any application material; applicants are responsible for making photocopies prior to submitting applications. Applications must be received in Human Resources Management Division in the Portland office as listed above, no later than 4:30 p.m. on the closing date of the vacancy announcement or postmarked on or before the closing date. Applications will not be returned to applicants. For additional information you may contact Personnel (503) 273-5236.

DB/rgf